

Administrative Order



Administrative Order No.: 5-1

Title: Telecommunications Services

Ordered: 3/16/1982

Effective: 3/16/1982

AUTHORITY:

Section 4.02 of the Metropolitan Dade County Charter.

SUPERSEDES:

This Administrative Order supersedes previous Administrative Order No. 5-1 dated April 5, 1965.

POLICY:

Due to the large amount and technical nature of communications equipment and services required by the various departments and divisions of the Metropolitan Dade County Government, it is essential that procurement of telecommunications equipment or services be processed through a single coordination center for economic and technical review. To ensure that systems integrity and compatibility are maintained, telecommunication equipment procurement and services will be accomplished only by the Telecommunications Management Division (TMD) of the General Services Administration (GSA).

INFORMATION:

The Telecommunications Management Division was established in April, 1978 by the consolidation of existing communications support elements in order to provide more cost-efficient service and to ensure the availability of technical and professional skills sufficient to meet developing County needs. The Division is capable of providing engineering, planning, installation, testing, and repair and maintenance services in the radio and telephone areas. The Division also acts as the primary interface for all services from the local telephone company and contractors providing telecommunications services to the County. The costs of operating the Division as a service agency are kept at a minimum through the mechanism of in-service revenue funding with periodic review for commercial comparability.

PROCEDURES:

RADIO EQUIPMENT AND SERVICES:

Routine maintenance or repair service for portable and mobile units is available by delivery of the malfunctioning unit to the Telecommunications Center at 6010 S.W. 87 Avenue (Galloway Rd.). Service may also be obtained for equipment of the emergency services (Police, Fire, EMS) through the TMD Field Service Units. This service should be requested by telephoning a Customer Service Representative (CSR) of the Telecommunications Management Division.

Installation of equipment (mobile or fixed) may be requested by telephone or by memorandum to the Telecommunications Management Division. Because of the required priority for emergency services needs, a minimum of two weeks schedule delay should be allowed for mobile installations.

Twenty-four hour repair service is provided for fixed system equipment supporting Metro Dade Police Department (MDPD), Fire and EMS services. Trouble reports after normal work hours should be directed to the MDPD or Fire Shift Commanders. Trouble reports during normal work hours should be telephoned to a CSR at the Telecommunications Control Center.

Radio engineering service assistance may be requested by memo addressed to the Director, G.S.A. Requests should include a general statement of service desired and a relative priority. Response priorities will conform to the following:

PRIORITY Urgent needs.
ONE -

PRIORITY Efforts associated with contractual commitments (primarily
TWO -

Capital Improvement Program (C.I.P.).

PRIORITY Development requirements of other County Agencies.
THREE -

PRIORITY Joint efforts with other governmental entities.
FOUR -

PROCEDURES:

TELEPHONE EQUIPMENT AND SERVICE:

Requests for local telephone company equipment or services will be made by completing a "Request for Communication Service" form (See Attachment A). The form should be signed by an employee who is designated to authorize expenditure of funds. The completed form should be sent to the Telecommunications Management Division (TMD) for review and telephone company coordination. All "Requests for Communication Service" which are estimated to cost in excess of \$200.00 per month will result in an on-premise survey by the Telecommunications Management Division.

Requests for facility surveys to develop a statement of telephone service needs or modifications, or to identify reductions in telephone costs, should be made by memorandum to the Director, General Services Administration. Telephone engineering services may be requested by memorandum to the Director, General Services Administration. Engineering services will be requested by agencies planning new building construction in order to ensure that adequate cabling facilities are included in the building design. Response priorities will be the same as for radio services.

Telephone malfunctions should initially be reported to the telephone company, unless it is a County-owned PABX/ACD. In the latter case, or if ownership is unknown, the problem should be reported to the Communications Services Representative (CSR) section of the Telecommunications Management Division (TMD). Similarly, if attempts to resolve difficulties with telephone company equipment are unsuccessful, assistance should be requested from a CSR of the Telecommunications Management Division.

MISCELLANEOUS SERVICES:

The nature and staffing of the Telecommunications Management Division permits it to provide assistance in a variety of electronic-related areas including cable installations, EDP terminal repair, public address systems, and CCTV related functions. Requests for miscellaneous services should be forwarded to Director, G.S.A. in memorandum format.

REIMBURSEMENT FOR SERVICES:

The Telecommunications Management Division shall be operated as in In-Service Fund activity. The Division shall maintain sufficient staff and supplies to ensure an adequate level of service. The costs for providing service shall be recovered from user agencies in accordance with specific costs. These cost rates shall be published in the Budget Manual and shall be reviewed semiannually for commercial comparability, and, where possible, reduction. Generally, costs will be developed on a semi-annual basis.

This Administrative Order is hereby submitted to the Board of County Commissioners of Dade County, Florida.

M. R. Stierheim

County Manager